



IN 09/557,264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Glen K. Okita et al.	Examiner:	Gregory F. Cunningham
Serial No.:	09/557,264	Group Art Unit:	2676
Filed:	April 24, 2000	Docket:	2046.001US1
Title:	APPARATUS AND METHOD FOR COLLECTING INFORMATION IN A WORKFLOW SYSTEM		

REVOCATION AND POWER OF ATTORNEY
CERTIFICATE UNDER 37 CFR § 3.73(b)

Commissioner for Patents
MS: Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

In accordance with 37 C.F.R. Section 1.36, M.P.E.P. Section 402.05 and 402.07, please
revoke any existing Powers of Attorney, if any, and appoint the following attorneys and/or patent
agents to prosecute this application and to transact all business in the Patent and Trademark
Office in connection therewith:

Customer Number: 21186

CERTIFICATE UNDER 37 CFR § 3.73(b)

Aspect Communications Corporation hereby certifies that it is the assignee of the entire
right, title and interest in the patent application identified above by virtue of an assignment from
the inventors filed August 2, 2000 and recorded on Reel 011043, Frame 0205. To the best of my
knowledge and belief, title is in Aspect Communications Corporation, the assignee.

Pursuant to 37 C.F.R. §3.73(b) I hereby declare that I, Stephen Yu, am empowered to sign
this certificate on behalf of Aspect Communications Corporation, the assignee.

I hereby declare that all statement made herein of my own knowledge are true, and that all
statements made on information and belief are believed to be true.

REVOCATION AND POWER OF ATTORNEY

Serial Number: 09/557,264

Filing Date: April 24, 2000

Title: APPARATUS AND METHOD FOR COLLECTING INFORMATION IN A WORKFLOW SYSTEM

Page 2

Dkt: 2046.001US1

Please direct all correspondence in this case to:

Schwegman, Lundberg, Woessner & Kluth, P.A.
P.O. Box 2938
Minneapolis, MN 55402
Telephone No. (612)373-6900
Customer No. 21186

Date Oct 15, 2004

By

Stephen Yu

Stephen Yu

Title: VP, General Counsel & Secretary
Aspect Communications Corporation